



December 17, 2013

Montana Health Care Programs Notice

All Providers

UPDATE

Electronic Funds Transfer (EFT) and Electronic Remittance Advice (ERA) Changes

This provider notice supersedes all written documentation regarding EFT and ERAs, including *Claim Jumper* articles, provider notices, and announcements posted on the Provider Information website.

All Montana Health Care Programs providers (Medicaid/HMK *Plus*, CHIP/HMK, and Mental Health Services Plan) will be moved to EFT (direct deposit) and ERA by March 2014.

In order to accomplish this transition, Xerox will eliminate the paper remittance advice option and eliminate payment via paper warrant. Providers may be affected as early as January 1, 2014.

Providers must complete the paperwork for both ERA/EFT below but will receive a paper warrant until the transition is complete.

To avoid disruption in receipt of remittance advices, providers should initiate the change to EFT/ERA as soon as possible. All providers must be registered for the web portal and submit their paperwork to Provider Relations to be eligible for payment and receive applicable ERAs in 2014.

If you are enrolled in EFT, receive ERAs, have already registered for the Montana Access to Health (MATH) web portal, and completed a Trading Partner Agreement (TPA) you meet the requirements of the policy and no additional documentation is needed.

Providers who currently receive paper checks and/or paper RAs must follow the process below to transition to EFT and electronic RAs.

Forms Needed

To sign up for electronic funds transfer (direct deposit) and register for the web portal, providers need to complete the documents listed below. See the [Provider Enrollment page](#) for the needed documents.

- Electronic Funds Transfer (EFT) & Electronic Remittance Advice (ERA) Authorization Agreement
- Trading Partner Agreement

EFT Instructions

To enroll in EFT, a provider must complete the EFT & ERA Authorization Agreement.

1. The provider completes and signs the EFT & ERA Authorization Agreement and has their financial institution complete their portion.
2. The provider faxes or e-mails the EFT & ERA Authorization Agreement to Provider Relations.
3. Upon receipt of the form, Provider Relations adds the EFT information to the provider's profile. This process takes up to 10 business days. Once completed, the provider will get paid via EFT on the next payment cycle.

ERA Instructions

To receive ERAs, a provider must complete the Trading Partner Agreement (TPA) for electronic claims submission **and** register on the Montana Access to Health web portal so that he/she can view the ERAs.

1. The provider prints, completes, and signs the TPA. The provider must include his/her NPI/API on the last page of the TPA.
2. The provider faxes or mails the TPA to Provider Relations.
3. Once Xerox receives the TPA, the provider is given access to the web portal. This process takes up to 10 business days.
4. Xerox mails the Welcome Packet to the provider. This packet contains the user ID and password for the web portal and the provider's submitter ID.
5. Providers can then register online using the information provided in the Welcome Packet or call Provider Relations for assistance. **Note:** Upon registering, providers are notified via e-mail that they must change their password and have 24 hours to do so.
6. Once registered, the provider clicks on *Retrievals* and *View e!SOR Reports* to access an RA (in PDF format).

Contact Information

Mail enrollment documents to Provider Relations at the address below:

Provider Relations
P.O. Box 4936
Helena, MT 59604
406.442.4402 Fax

For claims questions or additional information regarding this provider notice, contact Provider Relations at 1.800.624.3958 (toll-free, in/out of state) or 406.442.1837 (Helena) or via e-mail at MTPRHelpdesk@xerox.com.

Visit the Provider Information website at <http://medicaidprovider.hhs.mt.gov>.